

Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



"Black consumers are eager for help and in need of money management services. Black consumers' household structures, dynamics, and incomes differ from the total population, presenting them with specific challenges in managing their money."

- Tonya Roberts, Multicultural Analyst

## This report looks at the following areas:

- · Blacks need help managing their money
- · Many forced to make cuts to meet expenses
- · Significant issue of trust and fairness needs to be addressed

Black consumers are eager for help and in need of money management services. Black consumers' household structures, dynamics, and incomes differ from the total population, presenting them with specific challenges in managing their money. Many Blacks may not know where to go to begin an effective money management regimen, but they are seeking answers. There is a great opportunity for brands to build long-term relationships with optimistic Black consumers who can be cultivated to become a new segment of growing affluence.

## Definition

Mintel's *Black Consumers and Money Management – US, May 2016* looks at what Black consumers are doing to manage their money around the lifestyle they desire. New opportunities and marketing insights are covered with a focus on Black consumers' specific goals and the things they are doing, or are interested in doing, to better manage their money. Attitudes based on demographics are explored in detail to show how marketers might best position their services.

Findings in this Report can be supplemented by analysis presented in Mintel's *Hispanic Consumers and Money Management – US, May 2016* as well as other Mintel Reports in the Finance Library.

## BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533

> Brazil 0800 095 9094

Americas +1 (312) 943 5250

+86 (21) 6032 7300

+61 (0) 2 8284 8100

EMAIL: reports@mintel.com

DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market



Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

#### Table of Contents

#### Overview

What you need to know

Definition

#### **Executive Summary**

The issues

#### Blacks need help managing their money

Figure 1: Attitudes about saving/managing money and financial security, Blacks versus all, July 2014 -September 2015

#### Many forced to make cuts to meet expenses

Figure 2: Top ways Black manage unexpected expenses - Nets, December 2015

#### Significant issue of trust and fairness needs to be addressed

Figure 3: Attitudes around Black/African American treatment related to loans, December 2016

#### The opportunities

#### Better money management can help Blacks afford their desires

Figure 4: Financial trade-offs – First to be cut, December 2015

#### Credit card consolidation could provide easy first step

Figure 5: Attitudes toward credit and loans, December 2015

## Smartphone apps and online tools can help younger Blacks engage

Figure 6: Smartphone app resources interested in using, by age, December 2015

## Trust building starts by understanding Black consumers' concerns

Figure 7: Attitudes toward retirement, December 2015

## Young, upwardly mobile Blacks present opportunity as they move into peak-earning years

Figure 8: Managing unexpected expenses – Saving, by age. December 2015

#### What it means

## The Market – What You Need to Know

Blacks need help managing their money

Blacks find interest in financial ads

Blacks' median household income lags

Black households far more likely than Whites to be headed by women

Growth projected for 25-44-year-old Black population

#### Market Perspectives

## Help wanted? Less than half are "very good" at managing money

Figure 9: Attitudes about saving/managing money and financial security, Blacks versus all, July 2014-September 2015

### Blacks more interested in financial services ads, paying for services

Figure 10: Attitudes toward financial services ads and financial advice, Blacks versus all, July 2014 -September 2015

#### Market Factors

Mean income for Blacks lags behind Whites

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

APAC +61 (0) 2 8284 8100



Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 11: Mean income before taxes, White and Black, 2009-2014

#### Black households far more likely than Whites to be headed by women

Figure 12: Family households with own children, by race and Hispanic origin of householder, by type, 2014

Figure 13: Attitudes toward money management, Black moms versus all, July 2014-September 2015

### Growth projected for 25-44-year-old Black consumers

Figure 14: Black population, by age, 2011-21

#### Key Players - What You Need to Know

Black churches take on role of money management educator

Mobile banking sees slower adoption Black consumers

FSIs struggling to gain Black consumers' trust

Cash becoming less essential form of payment

#### What's Working?

Black churches take on role of money management educator

Financial industry begins to diversify advisor ranks

#### What's Struggling?

#### Slow adoption rate of mobile banking among Black consumers

Figure 15: Mobile banking usage, by race/Hispanic origin, August 2015

Figure 16: Chase digital ad, 2015

#### Payday loans unpopular, providing discomfort

Figure 17: Attitudes toward payday loans, December 2016, April 2015

#### FSIs struggling to gain Black consumers' trust

Figure 18: Banking and investment products currently owned, Black consumers indexed to all, October 2014-December 2015

#### What's Next?

#### Cash becoming less essential form of payment

Figure 19: Attitudes toward paying in cash, July 2009-September 2015

Figure 20: ApplePay digital ad, 2015

## The Consumer – What You Need to Know

Many Blacks forced to make cuts to meet expenses

Better money management can help Blacks afford their desires

Credit card consolidation could provide easy first step

Debt making many Black consumers uncomfortable

Trust in financial service providers is lacking

Smartphone apps and online tools can help younger Blacks engage

Opportunity for financial advisors to offer planning services

Lack of trust among Blacks needs to be addressed

## Money Management Techniques

More effort spent shopping around than setting budgets

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

APAC +61 (0) 2 8284 8100 | EMAIL: reports@mintel.com



Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 21: Money management techniques, December 2015

#### Black women shopping for best prices

Figure 22: Money management techniques - Related to shopping around and advisor use, by gender and age, December 2015

#### Older Black consumers, particularly women, cutting back

Figure 23: Money management techniques - Related to budgeting, by gender and age, December 2015

#### Younger Blacks trying to boost income and using public transportation

Figure 24: Money management techniques - Related to boosting income, by gender and age, December 2015

#### Managing Unexpected Expenses

#### Three quarters manage unexpected expenses by economizing

Figure 25: Managing unexpected expenses, December 2015

#### Older Black consumers more likely to economize

Figure 26: Managing unexpected expenses - Economizing, by age. December 2015

## Younger Blacks present opportunity for savings accounts

Figure 27: Managing unexpected expenses – Saving, by age. December 2015

## More affluent Blacks can improve money management techniques

Figure 28: Managing unexpected expenses – Economizing and paying late, by household income, December 2015

#### Financial Trade-offs

#### Leisure and entertainment first expenses trimmed

Figure 29: Financial trade-offs – First to be cut, December 2015

Figure 30: Financial trade-offs - Any rank, December 2015

## 25-34-year-olds engaging in dangerous credit card practices

Figure 31: Financial trade-offs - Leisure versus paying less on money owed, by age, December 2015

## Black mothers sacrifice to put children first

Figure 32: Financial trade-offs, by gender and parent status, December 2015

Figure 33: Aggieland Credit Union, digital ad, 2016

#### Attitudes toward Debt and Credit Cards

#### Debt making many Black consumers uncomfortable

Figure 34: Attitudes toward debt, Black consumers indexed to all, December 2015, April 2015

Figure 35: Visa mobile ad, 2015

## Young consumers present opportunity for "good debt"

Figure 36: Attitudes toward debt, by age, December 2015, April 2015

Figure 37: HomeTrust Bank mobile ad, 2016

#### Blacks less likely than all to pay with cash

Figure 38: Attitudes toward credit cards, Black consumers versus all, December 2015

#### More affluent Blacks understand rewards, but room for education

Figure 39: Attitudes toward credit cards, by household income, December 2015

Figure 40: BBVA Compass mobile ad, 2015

## Opportunity to consolidate credit card balances



VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

APAC +61 (0) 2 8284 8100 | EMAIL: reports@mintel.com



Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 41: Attitudes toward credit and loans, December 2015

#### Younger Blacks willing to take on debt for better life and instant gratification

Figure 42: Attitudes toward credit and loans - Any agree, by age, December 2015

#### Debit cards to stay debt-free appealing to Black consumers

Figure 43: Debit card features using/interested in using, Black consumers indexed to all, December 2015, April 2015

#### Attitudes toward Loans

### Trust and comfort issue for Black consumers considering loans from bank

Figure 44: Attitudes toward loans, Black consumers indexed to all, December 2015

#### Young Black men more comfortable borrowing money

Figure 45: Attitudes toward loans, by gender and age, December 2015

#### Most not comfortable with payday loans

Figure 46: Attitudes toward payday loans, December 2016, April 2015

#### Young Blacks far more likely to seek payday loan

Figure 47: Attitudes toward payday loans, by age, December 2016, April 2015

#### Interest in Online Resources, Smartphone Apps

#### Opportunity to draw in Black consumers with online tools

Figure 48: Online resources using/interested in using, Black consumers indexed to all, December 2015, April 2015

## Online resources most attractive to young Blacks

Figure 49: Online resources interested in using, by age, December 2015

#### Smartphone apps also of interest

Figure 50: Smartphone app resources using/interested in using, Black consumers indexed to all, December 2015, April 2015

## Smartphone apps can attract younger and middle-aged Blacks

Figure 51: Smartphone app resources interested in using, by age, December 2015

#### Attitudes toward Retirement

#### Half of Black consumers worried about retirement

Figure 52: Attitudes toward retirement, December 2015

#### Some anxiety increases as retirement nears

Figure 53: Attitudes toward retirement, by gender and by age, December 2015

#### Opportunity for financial advisors to offer planning services

Figure 54: Financial advisor using/interested in using, December 2015

#### Young Blacks best opportunity for financial advisors

Figure 55: Financial advisor interested in using, by age, December 2015

## Trust and Confidence in Financial Services

### Blacks optimistic, but financial providers need to develop trust

Figure 56: Trusts and confidence in finances and financial services, December 2015

#### Black men making financial improvements

Figure 57: Trusts and confidence in finances and financial services, by gender and age, December 2015

### Issue of trust and fairness needs to be addressed



VISIT: store.mintel.con

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

APAC +61 (0) 2 8284 8100 | EMALL: reports@mintel.com



Report Price: £2466.89 | \$3995.00 | €3133.71

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Figure 58: Attitudes around Black/African American treatment related to loans, December 2016

Signs improving for younger audience, yet work needs to be done

Figure 59: Attitudes around Black/African American treatment related to loans, December 2016

Appendix – Data Sources and Abbreviations

Data sources

Consumer survey data

Direct marketing creative

Abbreviations and terms

Abbreviations

APAC +61 (0) 2 8284 8100 | EMAIL: reports@mintel.com